

## CUSTOMER SERVICE/DATA ENTRY EXPERIENCE

Corey M. Thomas

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### JOB OBJECTIVE

I am seeking an entry level position in a progressive company where I can learn and contribute to the company's growth by using my talents to boost company performance.

### SKILLS SUMMARY

- \* Clerical
- \* Customer Service
- \* Data Entry/ Type 35 wpm
- \* Team working/ Communication
- \* Fast Learner
- \* Computer Literacy
- \* Cashiering

### EDUCATION & TRAINING

\*Paseo School of Performing Arts, Diploma KCMO 05/2000

\*Job Corps, Satellite Branch Kansas City, MO CNA Certification, 06/2001

### RELEVANT COURSEWORK

- \* Intro to Computer, Computer 1 and 2
- \* Fundamentals of Business
- \* Typing 1 and 2
- \*Cash Handling

### WORK EXPERIENCE

Subrogation Manager, Farmers Insurance, Olathe KS 10/2014-08/2015

- \*Managed claims
- \*Looked over claims to make sure they were entered correctly
- \*Called customers to assist them with their claims
- \*Entered customers information in the computer system
- \*Exercised Leadership Skills

3 rd Key Manager, Clarks Bostonian Shoe Outlet, Overland Park, KS 2/2014-9-2014

- \*Trained employees in sales techniques
- \*Provided one on one professional customer service relations
- \*In charge of finances. Processed money to the bank
- \*15-20% in up sales average a week.
- \*Remain flexible to accommodate company needs to meet sales quota.

Data Entry Representative, H&R Block, Kansas City, MO 7/2012-1/2014

- \* Resolved issues customer had by escalating and creating cases for them
- \* Answered phones in a professional manner
- \* Answered any questions customer had and solved problems

Customer Service/Data Entry, US Toy Constructive Playthings, Grandview MO 10/2011-12/2011

- \*Answered incoming calls taking orderings and answering questions in a professional manner.
- \*Escalated calls and handled all customer concerns and issues professionally.
- \*Entered data in computer systems provided.

Cashier, LaMars Donuts, Kansas City, MO 12/2011-6/2012

- \*Provided excellent customer service while taking orders quickly and accurately using cash handling skills.
- \*Assisted customers in a professional manner.

Customer Service/Data Entry, US Toy Constructive Playthings, Grandview MO 10/2011-12/2011

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- \*Escalated calls and handled all customer concerns and issues professionally.
- \*Entered data in computer systems provided.

### References

Tina Gipson, *DeLaSalle Academy Enrollment Coordinator*-561-4445

T'Risa Young, *Primerca Financial Analyst* - [816-929-5576](tel:816-929-5576)

Rosalynn McCord-Bey, *Farmers Insurance Interpreter*- [816-699-5503](tel:816-699-5503)